

Know how, right now!

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REDSHAW SUPPORT AGREEMENT

After reviewing the terms set forth in this agreement, please complete the Acknowledgement page and return the original copy with your check for the first three months of service.

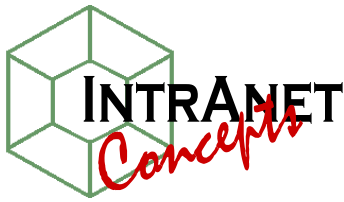
For the price mentioned below, you will receive the following benefits:

- ❖ Priority attention on all PC-Elite support issues during normal support hours;
- ❖ Access to our exclusive online Redshaw knowledgebase;
- ❖ Assistance with virtually any automation-related issue that we can help you with, such as website maintenance, computer training, and consulting.

| AVAILABLE PLANS | MONTHLY FEE |
|---|-------------|
| Redshaw Support In addition to the benefits listed above, this plan will provide you with up to 1½ hours of service per month | \$325.00 |

TERMS OF SERVICE AGREEMENT

- ❖ All Redshaw support agreements are in effect for a minimum of three months. After this time, you will be billed on a month-to-month basis. The contract may be terminated by either party with a 30-day written notice.
- ❖ **Nonpayment of your monthly fee will not be considered as your intent to terminate this agreement — you must provide us with formal written notice. Until we receive such notice, the monthly fees will continue to accrue on your account.**
- ❖ The prices set forth in this contract are for guaranteed for one year from your original enrollment date.
- ❖ Invoices are sent on the 20th of each month with full payment due by the 25th of the month prior to the month of service. For example, your April service payment is due by March 25th. If you have opted to pay by credit card, the charge will automatically be applied to your card on the 25th of each month.
- ❖ Additional hours are billed at our discounted rate of \$110 per hour.
- ❖ Unused time for one month will not be carried over to the next month.
- ❖ In the event of a queue condition, support customers receive priority over all other calls.
- ❖ **Support Availability** Normal support hours are from 9:00AM to 6:00PM Eastern time on Monday through Friday. The office is closed on weekends and major holidays. After-hours support is available on evenings and weekends at \$150 per hour with a 1-hour minimum charge. Whenever possible, please call ahead to ensure availability during off-hours.
- ❖ We will not, under any circumstances, make programming changes to your software code. Should such changes arise, you will need to contact Ebix directly and pay any necessary fees to them.
- ❖ You should also be aware that our knowledge and access to information pertaining to download and hardware issues (ie: staging a new hard drive) is extremely limited. We will help as much as we can, but you need to realize that this is a weak area for us. If you don't have a local hardware person who is experienced with the Redshaw version of SCO Unix, we can refer you to other companies who might be able to help with a new server or other hardware component issues.



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REDSHAW SUPPORT ACKNOWLEDGEMENT

I have read and acknowledge the terms of the service agreement and have selected the following option:

| | <u>MONTHLY FEE</u> | <u>DUE AT SIGNUP</u> |
|--|--------------------|----------------------|
| <input type="checkbox"/> Redshaw PC-Elite Support | \$325.00 | \$975.00 |

All invoices are sent via email* to the address shown below. Please select the frequency of your invoices:

Monthly **Quarterly** (if necessary, you will be billed monthly until the next calendar quarter)

*Be sure to add kim@intranetconcepts.com to your "Safe Senders" list so the invoices don't get treated as spam.

Please complete the following information:

Agency Name: _____

Mailing Address: _____

Contact Name: _____

Telephone Number: _____ Email: _____

Modem Number: _____ (if applicable)

Authorized Signature: _____ Date: _____

Printed Name: _____

Title: _____

Please return this completed form with your sign-up payment (see above) to the following address. If you wish to pay by credit card, please complete the form shown below.

Intranet Concepts, Inc.
P.O. Box 1139
Newburyport MA 01950-6139

Name on Card: _____

Address: Same as above

Type of Card: VISA MasterCard American Express

Card Number: _____ Expiration: _____

Signature: _____



Please print or type this information clearly and mail this completed form with your signed contract to the above address. If you prefer, you may also fax this form to 636-444-1897.

USES FOR YOUR MONTHLY TIME

Over the years, our support customers have called on us to a variety of projects. Here are just some of the ways that you use your support time:

❖ **Training & Consulting**

We can provide basic training on most Microsoft products, including Word, Excel, Outlook, Publisher, PowerPoint and Windows. This training can be done over the Internet for one-on-one or group sessions.

❖ **Website Design & Maintenance**

Your site is only "perfect" on the day it is launched, so it's important to keep the information fresh and up-to-date. We are equipped to provide ongoing maintenance, make minor changes or give your site a complete makeover. If you're not sure what needs to be done, we can start with a [website audit](#) to provide ideas and recommendations.

❖ **Microsoft Word Templates**

We can create Word templates from your paper applications and other forms so that you no longer have to fill them out by hand. For InStar users, we can help you to set up these templates so they work in the Custom Forms feature of your agency management system!

❖ **PDF Forms**

We can add form fields to your PDF applications so you can fill them out electronically. Using the free Adobe Reader software, you can print and fax the completed forms; if you have the full-blown [Adobe Acrobat](#) program, you can even save the completed forms on your system!

❖ **Email Newsletters**

You provide the details or contact us for a outstanding newsletter content resource. We'll create an HTML newsletter in Word for you to send out to your clients or prospects. Or, better yet, if you have an account with [Constant Contact](#), we can set up templates that match your website and even manage the mailings for you.

❖ **Custom Graphics Design**

Looking for a certain image for your website or intranet? We can create web images, logos, buttons, clipart, fancy text, and virtually anything else you might need.

❖ **Special Projects**

We have both worked in the insurance industry for over 30 years now and know how things are done. Why not use us as your "temporary office staff" to help out with special projects?